



ADMINISTRATIVE POLICIES AND PROCEDURES

Policy ID: Human Resources

Subject: City of El Paso E-Mail Policy

Creation Date: October 13, 2006

Revision Date: September 21, 2010

Prepared By: Human Resources Department

Approved By: City Manager

Legal Review: John Batoon

DESCRIPTION:

E-Mail Policy

I. PURPOSE:

- A. Under the provisions of the Information Resources Management Act, information resources are strategic assets of the City of El Paso that will be managed as valuable city resources. Thus this policy is established to achieve the following:
 1. To ensure compliance with applicable statutes, regulations, and mandates regarding the management of information resources.
 2. To establish prudent and acceptable practices regarding the use of email.
 3. To educate individuals using email with respect to their responsibilities associated with such use.
- B. The purpose of the City Of El Paso Email Policy is to establish the rules for the use of the City Of El Paso email for the sending, receiving, or storing of electronic mail.
- C. The City Of El Paso Email Policy applies equally to all individuals granted access privileges to any the City Of El Paso information resource with the capacity to send, receive, or store electronic mail.
- D. All user activity on the City of El Paso Communications network is subject to monitoring and review. E-mail on city resources is the property of the City of El Paso. E-mails, including personal folders, may be subject to Open Records requests. Users will have no expectation of privacy in any of the communications stored on the city's equipment.

- E. Individuals will safe guard all confidential or sensitive City of El Paso information obtained while utilizing any non City of El Paso mobile device.
- F. All City employees will make every attempt to manage email records efficiently and not keep emails that have no continuing business purpose. Each employee should make a decision regarding the need to keep a specific email or document, considering its relationship to the business of the City and the potential value to or impact on third parties. Emails that are routine and not significant should be deleted, once read and action taken, if required, on said communication. If an employee has a question about the value of or the need to preserve a specific email then he or she should consult the City Attorney before deleting the subject email. This policy does not prevent the reasonable management of email boxes and may include the moving of emails older than 6 months to an archival folder. No email should be deleted if the employee has any reason to believe that the email may be related to any possible dispute or litigation where the City or the employee is a party. This policy does not apply to any email message that is subject to a "litigation hold" which has been issued by the City Attorney. This policy does not apply to any email communication that should be maintained for a legitimate business purpose which includes but is not limited to, documentation of a policy, decision, or communication regarding official city business. This requirement is satisfied if appropriate electronic or paper copies of the information are maintained. No emails that have been identified as significant for any business purpose to include litigation involving the City should be deleted during the pendency of the related matter.

II. PROHIBITED ACTIONS:

- A. The following activities are prohibited by policy:
 - 1. Sending email that is intimidating or harassing.
 - 2. Using email for purposes of political activities, lobbying or campaigning.
 - 3. Using email for any type of solicitations.
 - 4. Violating copyright laws by inappropriately distributing protected works.

5. Posing as anyone other than oneself when sending email, except when authorized to send messages for another when serving in an administrative support role.
 6. The use of unauthorized e-mail software.
 7. Sending or forwarding any offensive or obscene material.
 8. Using email or any City equipment for any harassment of any other employee or person.
 9. Sending or forwarding any email for any illegal purpose.
- B. The following activities are prohibited because they impede the functioning of network communications and the efficient operations of electronic mail systems:
1. Sending or forwarding chain letters.
 2. Sending unsolicited messages to large groups except as required to conduct agency business.
 3. Sending excessively large messages is prohibited unless prior arrangements have been made through the Help Desk. Attachments must be kept to less than 15 MB. Contact the help desk if you need to transfer files larger than the attachment limit.
 4. Intentionally sending or forwarding email that is likely to contain computer viruses.
- C. Electronic mail users will only make representations, give opinions or otherwise make statements that purport to be on behalf of the City of El Paso or a unit of the City of El Paso when the person is authorized to do so in the course and scope of his or her employment.
- D. Users should not send or forward any documents to any email accounts without insuring that the recipient is authorized to receive the information and the sender has the authority to send the information.
- E. The use of personal taglines in emails is expressly prohibited. Employees may use the City official brand or tagline "Service - Solutions - Success" or official department taglines only.

III. E-MAIL STORAGE LIMITS:

Email quotas will be imposed for all City mailboxes. Exceptions can be directed by the City Manager or designee. It is critical that City

employees adhere to the City's email and data management policy. Each mailbox will be limited to 500 MB of space. Warnings will be given at 400 MB usage. Accounts will be restricted from sending emails once the limit is reached. Email quotas include a total of all folders in your mailbox, including "Sent Items", "Deleted Items", etc. Personal folders are not included in your mailbox or email quota.

The "Deleted Items" folder should not be used for storage. "Deleted Items" will be emptied when Outlook is closed. Systems purges of "Deleted Items" can be done without notice.

IV. PERSONAL FOLDERS:

If personal folders are used to organize email, users will be responsible for backing up their own files placed on their personal computers. Personal folders use up valuable City resources as well so compliance with the City's email and data management policy is encouraged. All superfluous and unnecessary email should be actively reviewed and deleted as appropriate.

V. BACKUP POLICY:

Reminder: Unless directed by the City Manager or designee, the email server will not be part of the regular backup cycle. Backups for disaster recovery purpose are made every 38 days if possible. Therefore, users should be reminded of the need to backup information such as schedules, phone books, and contact information on a regular basis.

VI. DISCIPLINARY ACTIONS:

Violation of this policy may result in disciplinary action, which may include termination for employees and temporaries; dismissal for interns and volunteers; or suspension or expulsion in the case of a student. Additionally, individuals are subject to loss of the City Of El Paso Information Resources access privileges, civil, and criminal prosecution.

APPROVED BY:


Joyce Wilson, City Manager

10/28/10
Date